Cisco Unified Communications Software Subscription

April 2007

What Is Cisco Unified Communications Software Subscription?

- Allows customers to pre-purchase major software version upgrades at a reduced cost as a one, two or three year subscription with increasing discounts

- Consistent pricing structure among all Cisco Voice Technology Group products

- Priced per seat, mailbox or agent based

- Replacement for the upgrades (U) in Software Application Support plus Upgrades (SASU) service

- Complementary to Cisco Unified Communications Operate Services (Essential and Select)

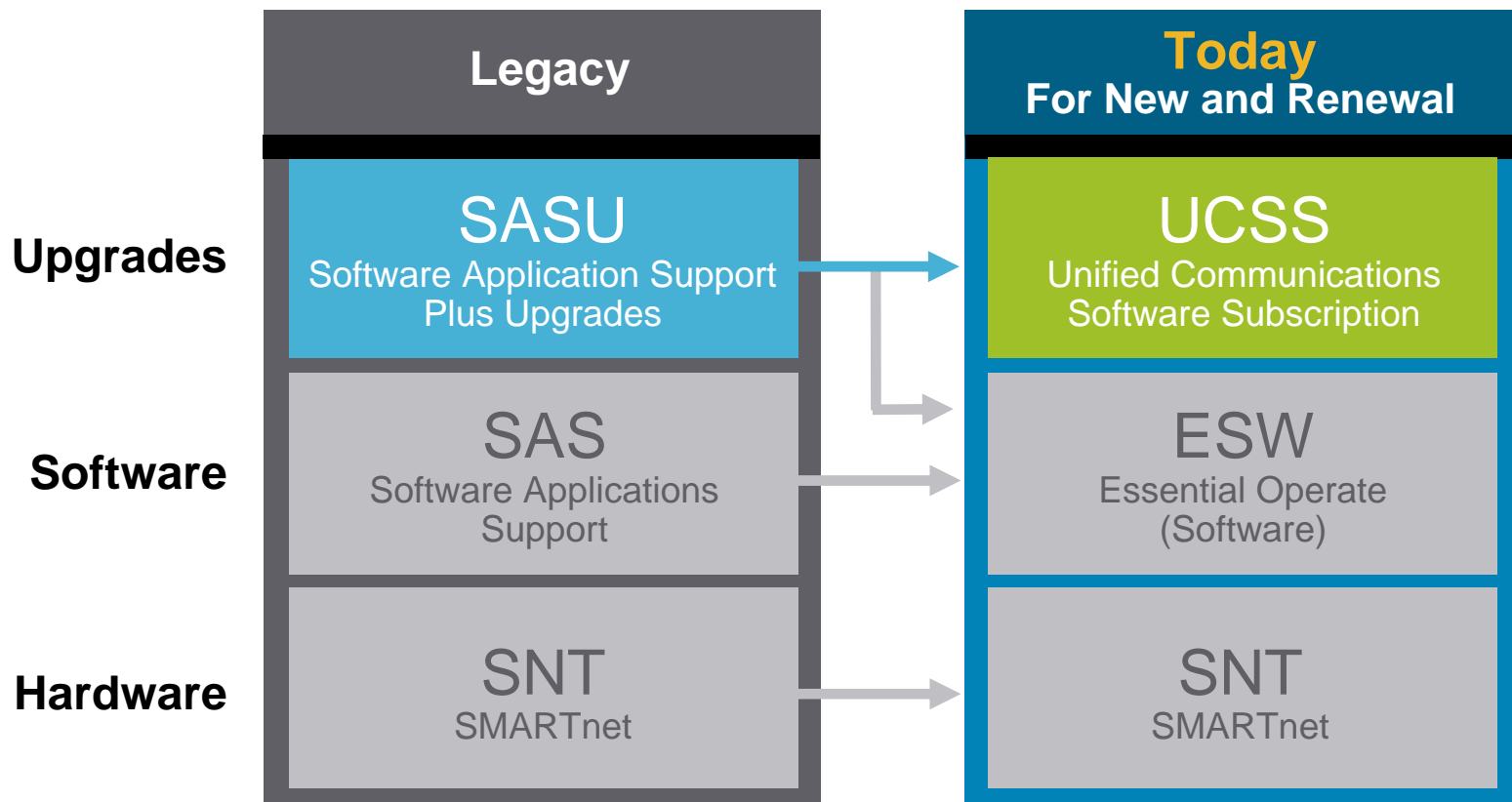# Cisco Unified Communications Software Subscription—Value Proposition

Increase your Cisco Unified Communications business value and return on investment through an economical approach to upgrading to new Cisco applications and solutions.

- Maintain competitiveness by staying current with new software product features and capabilities.

- Lower overall costs through discounted upgrades and multiyear discounts.

- PREDICT and PLAN IP Communications budgets over multiple years and/or budget once instead of "going to the well" every time an upgrade is required.

- Complements Cisco Unified Communications Operate Services (Essential and Select) to provide full lifecycle services.

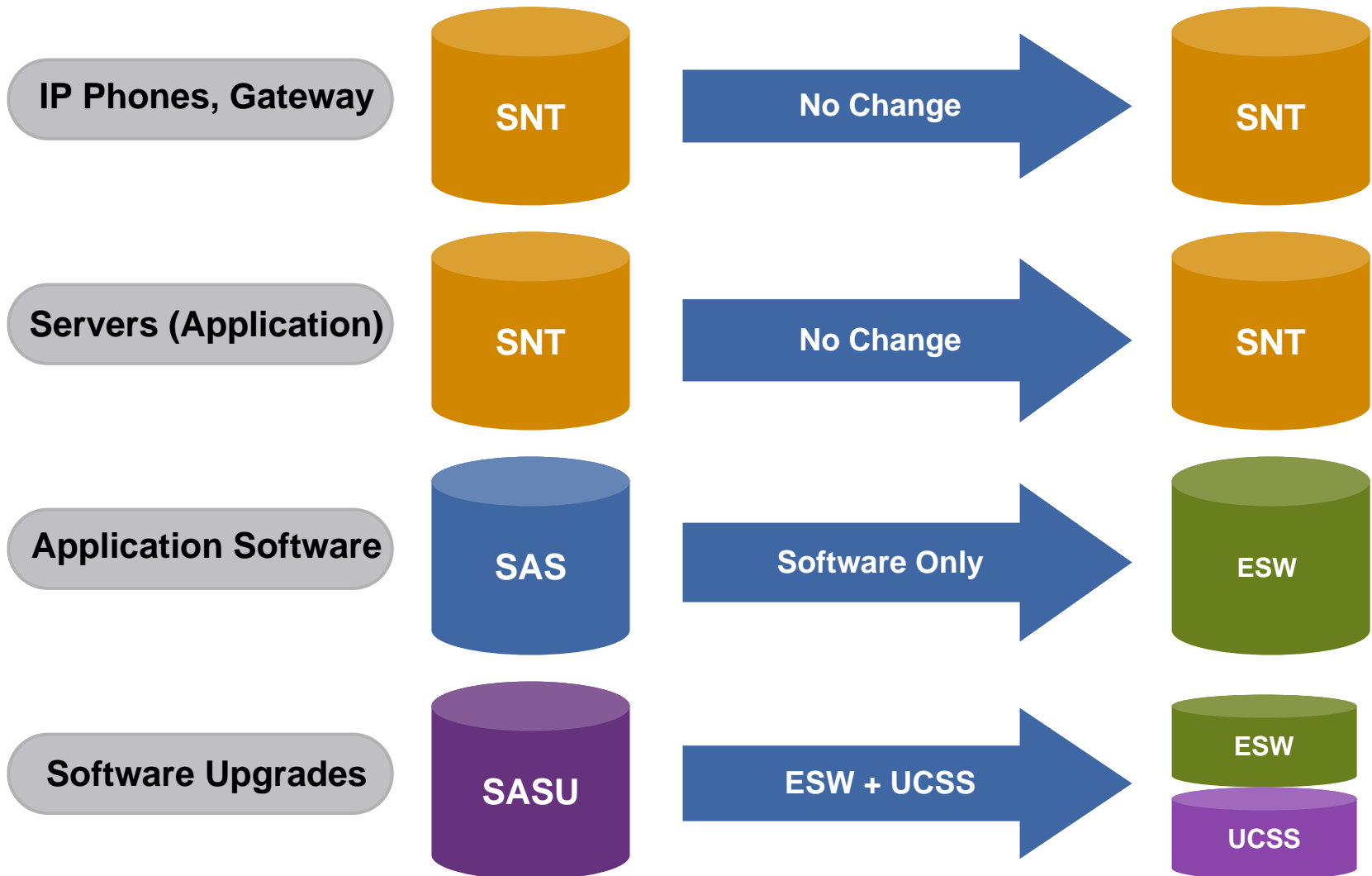# Definition of a "Major Application Software Release Upgrade"

- A major software release is indicated by the first number that identifies the software version. For example, for the product X.Y(z), X identifies the major

- Major release upgrade example (covered under UCSS):

   UCM 4.1 to **UCM 5.0**

- Minor release update example (covered under Operate Services):

   UCM 5.0 to **UCM 5.1**

The "U" of SASU Now Becomes UCSS

Legacy	Today For New and Renewal
SASU Software Application Support Plus Upgrades	**UCSS** Unified Communications Software Subscription
SAS Software Applications Support	ESW Essential Operate (Software)
SNT SMARTnet	SNT SMARTnet

Upgrades

Software

Hardware

Cisco Unified Communications Services
Transition Legacy ➔ Operate Services

IP Phones, Gateway	SNT	No Change ➔	SNT
Servers (Application)	SNT	No Change ➔	SNT
Application Software	SAS	Software Only ➔	ESW
Software Upgrades	SASU	ESW + UCSS ➔	ESW / UCSS

Cisco Unified Communications Software Subscription Availability

Product Name	Top Level UCSS SKU	Product Name	Top Level UCSS SKU
Cisco Unified Communications Manager	UCSS-UCM	Cisco Unified Presence Server	UCSS-CUPS
Cisco Unified Contact Center Enterprise	UCSS-CCE	Cisco Unified Mobility Manager	UCSS-MM
Cisco Unified Contact Center Express	UCSS-CCX	Cisco Unified Personal Communicator	UCSS-UPC
Cisco Unified MeetingPlace	UCSS-MP	Cisco Emergency Responder	UCSS-CER
Cisco Unified MeetingPlace Express	UCSS-MPE	Customer Voice Portal	UCSS-CVP
Cisco Unified MeetingPlace Express VT	UCSS-MPEVT	Cisco Intelligent Contact Management Hosted	UCSS-ICH
Cisco Unity	UCSS-Unity	Cisco Unified PhoneProxy	UCSS-UPP
Cisco Unity Connection	UCSS-UNITYCN	Cisco IP Interactive Voice Response (IP IVR)	UCSS-IPIVR
Cisco Unified Contact Center Hosted	UCSS-CCH	Cisco Unified Application Server	UCSS-UAE
Cisco Unified Communication Manager Business Edition	UCSS-CMBE	Cisco Unified Attendant Console	UCSS-ATT

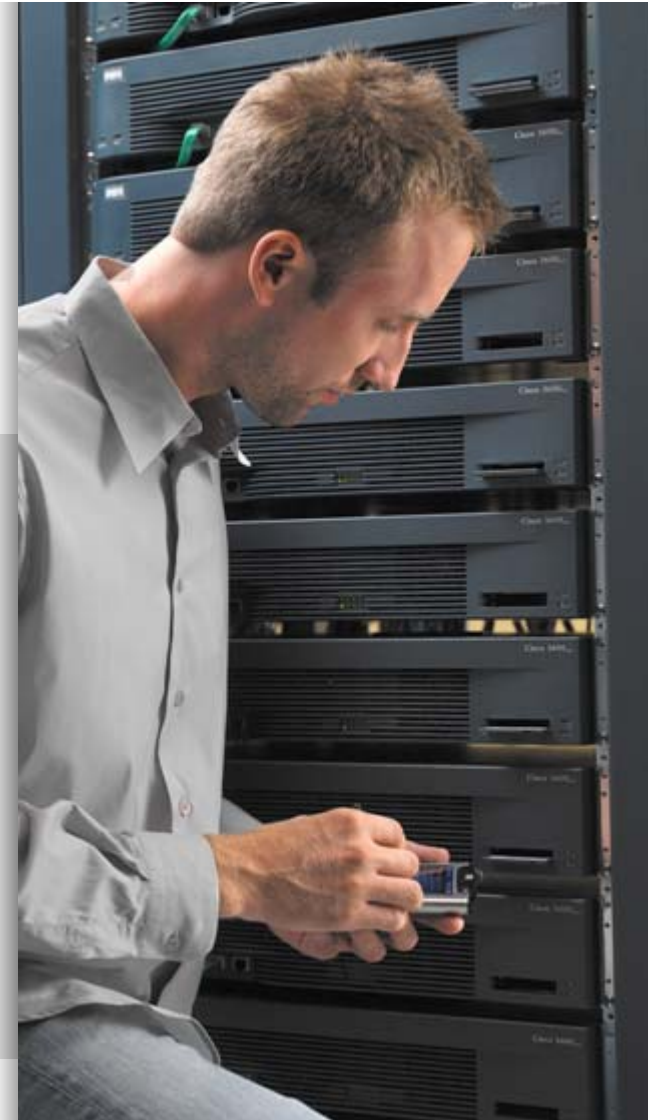# Cisco Unified Communications Software Subscription Tiered Pricing SKUs

	Tier 1	Tier 2	Tier 3	Tier 4	Tier 5	Increment
Cisco Unified Communications Manager	10	100	1,000	5,000	10,000	User
Cisco Unity	10	100	1,000	5,000	10,000	User
Cisco Unity Connection	10	100	1,000	-	-	User
Cisco Unified Contact Center Enterprise	10	100	1,000	5,000	-	Agent
Cisco Unified Contact Center Express	1	10	25	50	-	Agent
Cisco Unified MeetingPlace	1	10	100	500	-	Port
Cisco Unified MeetingPlace Express	1	10	100	-	-	Port

Cisco Unified Communications Software Subscription – Ordering Example

Customer Requires a 3 year subscription for 4,250 Users of Cisco Unified Communications Manager:

They would order:

- UCSS for UCM for Three Years - 1,000 Users

  UCSS-UCM-3-1K (Quantity 4)

- UCSS for UCM for Three Years - 100 Users

  UCSS-UCM-3-100 (Quantity 2)

- UCSS for UCM for Three Years - 10 Users

  UCSS-UCM-3-10 (Quantity 5)

Cisco Unified Communications Software
Subscription Quoting/Ordering/Activation Process

- **Step 1:**
  Generate a Cisco Unified Communications Software Subscription (UCSS) quote using the Quick Quote Tool.

- **Step 2:**
  Place a UCSS order using Solution Expert, Quote Builder or other customary product ordering method.

- **Step 3:**
  Upon receipt of a UCSS Subscription Activation Document and Activation Keys, go to the Activation Website and activate subscription.

  At a later time, take action to acquire Major Software Upgrade covered under the UCSS Subscription.

- **Step 4:**
  Using the Operate Services contract number, gain access to Unified Communications Software through Software Center or the Product Upgrade Tool (PUT).

For More Information:

http://cisco.com/go/ucss